IN REPLY
REFER TO: Joint Interoperability Test Command (JTE)   **14 Jul 10**

MEMORANDUM FOR DISTRIBUTION

SUBJECT: Extension of the Special Interoperability Test Certification of the Cisco Unified
Contact Center Express (CUCCX) with Software Release 6.0 Service Release
(SR)1

References: (a) DOD Directive 4630.5, "Interoperability and Supportability of Information
Technology (IT) and National Security Systems (NSS)," 5 May 2004
(b) CJCSI 6212.01E, "Interoperability and Supportability of Information
Technology and National Security Systems," 15 December 2008
(c) through (g), see Enclosure

1. References (a) and (b) establish the Defense Information Systems Agency (DISA), Joint
Interoperability Test Command (JITC), as the responsible organization for interoperability test
certification.

2. The CUCCX with Software Release 6.0 SR1 is hereinafter referred to as the System Under
Test (SUT). The SUT met the critical interoperability requirements for a Customer Premise
Equipment device and is certified for joint use within the Defense Switched Network (DSN) as
an Automated Call Distributor (ACD). The SUT was tested with Cisco Unified CallManager
(CUCM) Version 4.3(2) Service Release 1a (SR1a) with Internetwork Operating System (IOS)
Software Release 12.4(15)T7. The JITC analysis determined that the SUT is also certified with
any CUCM Version 4.3(x) with its associated gateway IOS that is on the Unified Capabilities
(UC) Approved Product List (APL). The SUT was tested on a Media Convergence Server
(MCS)7835-H2. JITC analysis determined that the SUT is also certified on any MCS server that
is on the UC APL. The SUT was tested and is certified in two configurations: In a standalone
server or co-resident with the Cisco CallManager server. The Cisco Agent Desktop provides
detailed call information on the incoming call such as the information selected prior to reaching
the agent. The SUT meets the critical interoperability requirements set forth in Reference (c) and
testing was conducted using test procedures derived from Reference (d). No other
configurations, features, or functions, except those cited within this report, are certified by the
JITC. This certification expires upon changes that affect interoperability, but no later than three
years from the date of the original memorandum 24 March 2009.

3. The extension of this certification is based upon Desktop Review (DTR) 2. The original
certification is based on interoperability testing of the SUT, review of the vendor's Letters of
Compliance (LoC), and Defense Information Assurance (IA)/Security Accreditation Working

Group (DSAWG) accreditation. Interoperability testing of the SUT was conducted by JITC at
the Global Information Grid Network Test Facility, Fort Huachuca, Arizona, from 17 through
21 November 2008 and documented in Reference (e). Review of the vendors LoC was
completed on 17 October 2008. Interoperability testing of the CUCM Version 4.3(2) IOS Rel.
12.4(15)T7 was conducted from 17 November through 19 December 2008, and is documented in
Reference (g). The DSAWG grants accreditation based on the security testing completed by
DISA-led Information Assurance test teams and published in a separate report, Reference (f).
The DSAWG accreditation of the CUCCX with Software Release 6.0 SR1 was granted on
10 March 2009. The Cisco Agent Desktop software was tested on a laptop running Microsoft
Windows XP. This DTR was requested to include a Windows Vista workstation as a platform to
install the Cisco Agent Desktop software on. The JITC determined there was minor risk in
approving this DTR because the addition of Vista workstations would not change the results in
Table 1. The DSAWG accreditation for this DTR was granted on 29 June 2010.

4. The Functional Requirements used to evaluate the interoperability of the SUT and the
interoperability statuses are indicated in Table 1.

Table 1. SUT Functional Requirements and Interoperability Status

Interfaces	Critical	Certified	Functional Requirements	Status	UCR Paragraph
Ethernet 100 Base T IEEE 802.3	Yes	Yes	MLPP in accordance with UCR, Section 3.3 (R)	Met	A7.5
			FCC Part 15/Part 68 and ACTA (R)	Met	A7.5
			VoIP (R)	Met	A.3.2.9.1
Security	Yes	Yes	Security (R)	See note.	A7.6

NOTE: Security is tested by DISA-led Information Assurance test teams and published in a separate report, Reference (f).

LEGEND:
100BaseT	100 Mbps (Baseband Operation, Twisted Pair) Ethernet	IEEE	Institute of Electrical and Electronics Engineers
802.3	Local Area Network/metropolitan Area Network Carrier	Mbps	Megabits per second
	Sense Multiple Access/Collision Detection Access Method	MLPP	Multi-Level Precedence and Preemption
A	Appendix	R	Required
ACTA	Administrative Council for Terminal Attachments	SUT	System Under Test
DISA	Defense Information Systems Agency	UCR	Unified Capabilities Requirements
FCC	Federal Communications Commission	VoIP	Voice over Internet Protocol

5. No detailed test report was developed in accordance with the Program Manager's request.
JITC distributes interoperability information via the JITC Electronic Report Distribution (ERD)
system, which uses Unclassified-But-Sensitive Internet Protocol Router Network (NIPRNet) e-
mail. More comprehensive interoperability status information is available via the JITC System
Tracking Program (STP). The STP is accessible by .mil/gov users on the NIPRNet at
https://stp.fhu.disa.mil. Test reports, lessons learned, and related testing documents and
references are on the JITC Joint Interoperability Tool (JIT) at http://jit.fhu.disa.mil (NIPRNet),
or http://199.208.204.125 (SIPRNet). Information related to DSN testing is on the Telecom
Switched Services Interoperability (TSSI) website at http://jitc.fhu.disa.mil/tssi. Due to the
sensitivity of the information, the Information Assurance Accreditation Package (IAAP) that
contains the approved configuration and deployment guide must be requested directly through
government civilian or uniformed military personnel from the Unified Capabilities Certification
Office (UCCO), e-mail: ucco@disa.mil.

JITC, Memo, JTE, Extension of the Special Interoperability Test Certification of the Cisco Unified Contact Center Express (UCCX) with Software Release 6.0 SR1

6. The JITC point of contact is Mr. Edward Mellon, DSN 879-5159, commercial (520) 538-5159, or FAX DSN 879-4347. The e-mail address is edward.mellon@disa.mil. The JITC's mailing address is P.O. Box 12798, Fort Huachuca, AZ 85670-2798. The tracking number for the SUT is 0816801.

FOR THE COMMANDER:

Enclosure a/s   for RICHARD A. MEADOR
                                                Chief
                                                Battlespace Communications Portfolio

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    Division, J68
Defense Information Systems Agency, GS23

ADDITIONAL REFERENCES

(c)   Defense Information Systems Agency, "Department of Defense Networks Unified Capabilities Requirements," 21 December 2007

(d)   Joint Interoperability Test Command, "Defense Switched Network Generic Switch Test Plan (GSTP), Change 2," 2 October 2006

(e)   Joint Interoperability Test Command, Memo, JTE, "Special Interoperability Test Certification of the Cisco Unified Contact Center Express (CUCCX) with Software Release 6.0 Service Release (SR)1" 24 March 2009

(f)   Joint Interoperability Test Command, "Information Assurance (IA) Assessment of Cisco Unified Contact Center Express (UCCX) Release 6.0 Service Release (SR) 1 (Tracking Number 0816801)," 10 March 2009

(g)   Joint Interoperability Test Command, Memo, JTE, "Special Interoperability Test Certification of Cisco Unified CallManager (CUCM) Version 4.3(2) IOS Rel. 12.4(15)T7," 28 April 2009

Enclosure